

HANDOVER KIT

Monitoring and response plan for the Track step. *One page. If it does not fit on one page, it will not get used.*

Process or line	Metric (Y) from Focus	Measurement definition (what, where, unit)	Date of handover
Baseline before (Focus)	New level after (Track)	Control limits of the new process (UCL / LCL)	Specification limits

1 TWO JOBS, TWO OWNERS

Track has two jobs. Most organisations confuse them, and then neither gets done.

The job	Owner (name, not "the team")	Cadence
Job 1: Hold the gain. Watch the metric, know what triggers action, respond when it triggers.		<i>Never ends. A project can be complete. Monitoring is not.</i>
Job 2: Decide if the new level is good enough. If it is not, start a new F.A.S.T. cycle from the new baseline. This is not the process owner's call.		<i>Review date:</i>

2 WHAT WE MONITOR

The outcome tells you the house is on fire. The leading indicators, the C and N variables from your process variable map, tell you someone left the stove on.

What we watch	Type	Where the data comes from	How often	Who plots and reads the chart
<i>The Focus metric, same chart and same measurement definition as in Focus</i>	Outcome			
<i>Controlled variable (C)</i>	Leading			
<i>Controlled variable (C)</i>	Leading			
<i>Noise variable (N)</i>	Leading			

3 RESPONSE PLAN

Monitoring without a response plan is a smoke alarm with no evacuation route.

What triggers action	What the action is (specific, not "investigate")	Who acts (named person)

The trigger is a point outside the control limits. Normal variation inside the limits is not a trigger. Reacting to it recreates the mistake Analyze exists to prevent: adding variation back into a process you just stabilised, and training the team to ignore the alarm. If the process is stable inside its limits but the level is still not good enough, that is Job 2, not more vigilance from the process owner.

4 IS THE HANDOVER REAL?

This is where Track fails most often: a binder and a good luck handshake.

Hand this sheet to the process owner. Leave the room. Ask them to walk you through it, unaided.	Answered alone?
1. What do you watch, how often, and where does the data come from?	Yes No
2. What tells you to act, and what is not worth acting on?	Yes No
3. What is the action when it triggers, and who does it?	Yes No
Three times yes: the handover is done. Anything else: train, do not hand over. Operators and shift leaders need the new way of working trained, not discovered.	

Process owner (name)	Walked through unaided on (date)	Signature